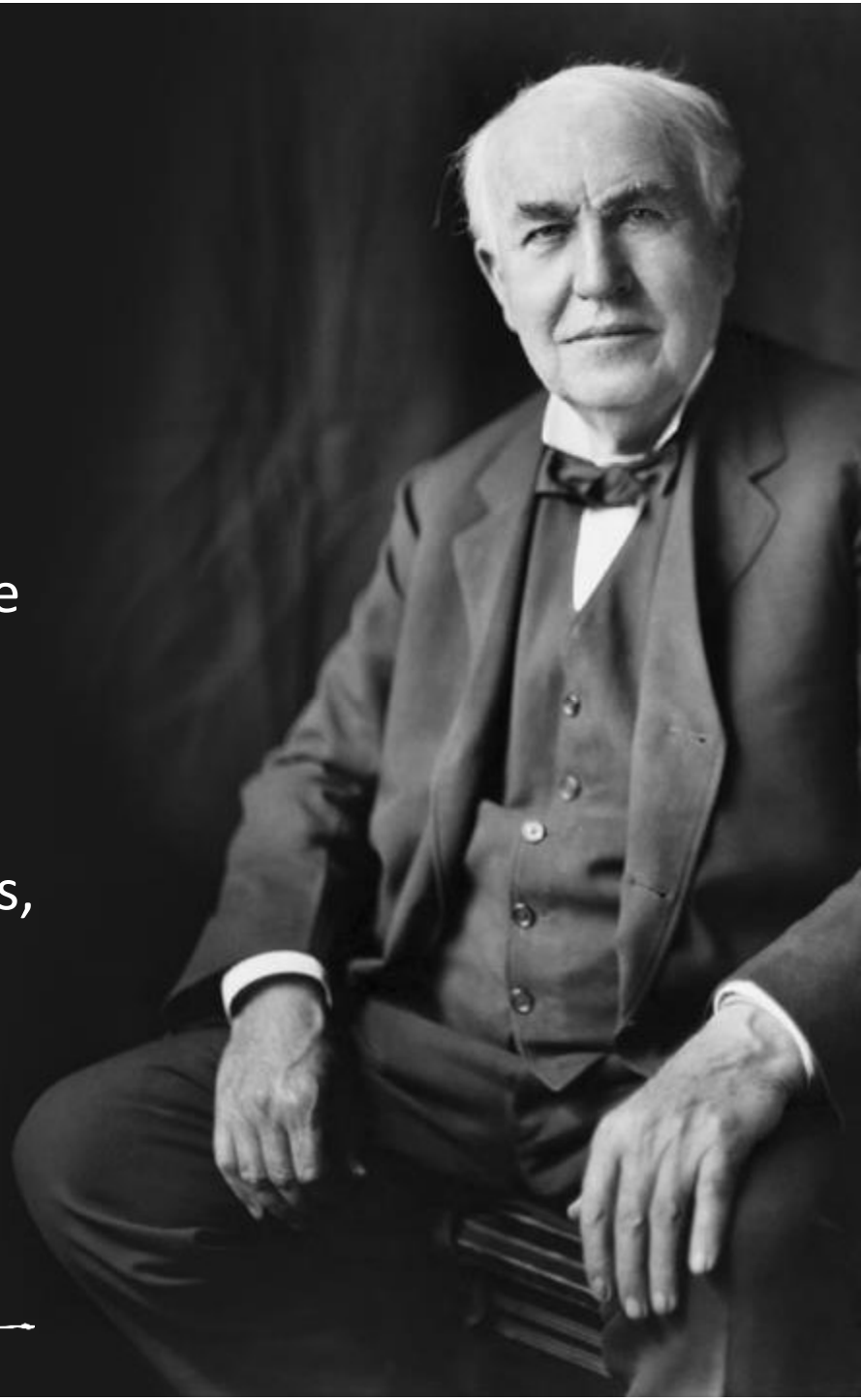

inte
Total Quality. A
BAL RESOURCES
rance, Testing, Inspection & Certification
2024
Naresh Kumar/ Ashish Sha

TERTEK HAS ALWAYS BEEN A PIONEER,
TICIPATING THE NEEDS OF ITS CLIENTS
TH BOLD INNOVATIONS AHEAD OF ITS
MPETITORS.

e to the spirit of our founders, we're leading the
ustry with our **TOTAL QUALITY ASSURANCE**
QA) value proposition – going beyond physical
ality control through our Testing, Inspection and
rtification services to offering Assurance services,
suring our customers' operating procedures and
tems are functioning properly.

Thomas A Edison



RTEK IS UNIQUELY POSITIONED TO DELIVER ATIC SOLUTIONS

,000+ EMPLOYEES

BAL MARKET
DER IN ASSURANCE

,000+ AUDITORS,
ECTORS, TECHNICAL PERSONNEL

0,000+ INSPECTIONS
OTHER TECHNICAL VISITS / YEAR

0+ COUNTRIES

BAL MARKET
DER IN TIC

000+ LABS & OFFICES

+ LANGUAGES



HERITAGE



ounds
veying
rtification
he UK

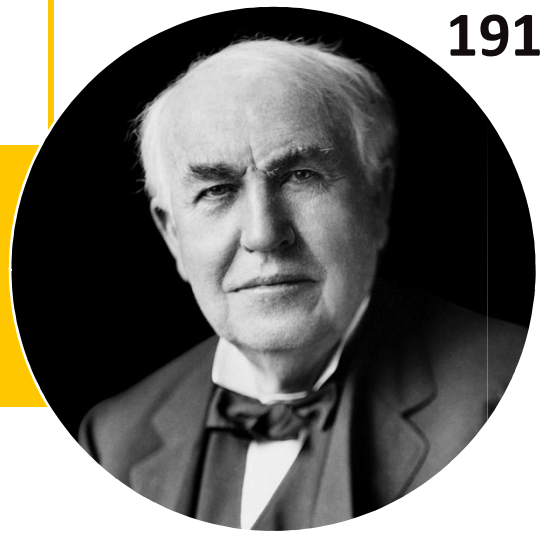
intertek caleb brett

1885



Virginius Daniel Moody establishes Moody Engine
for construction and engineering projects in the U
later moving into oil and gas testing and certifica

1886



on sets up the Lamp Testing Bureau
s later becomes the Electrical Testing
or ETL – a mark that Intertek still
)

1911

2011



Intertek acquires Moody Interna
and others to create global assu
leader

up



WHAT WE DO

ASSURANCE

ASSURANCE

Enabling customers to identify and mitigate the intrinsic r
in their operations, supply chains and quality manageme
systems.

TESTING

TESTING

Evaluating how customer products and services meet ar
exceed quality, safety, sustainability and performance
standards.

INSPECTION

INSPECTION

Validating the specifications, value and safety of our
customer’s raw materials, products and assets.

intertek
CERTIFICATION

CERTIFICATION

Formally confirming that customer products and services
meet all trusted external and internal standards.

TEMIC APPROACH TO
ALITY, SAFETY & SUSTAINABILITY



ASSURANCE

Assurance ensures our customers identify and mitigate the intrinsic risk in their operations, supply chain and quality management systems

TESTING

Testing is evaluating how products and services meet and exceed quality, safety, sustainability and performance standards

INSPECTION

Inspection is validating the specifications, value and safety of raw materials, products and assets

CERTIFICATION

Certification is certifying that products and services meet trusted standards

ND-TO-END APPROACH TO TOTAL QUALITY ASSURANCE

RIOUS EMPANELMENTS & ACCREDITATIONS

INTERTEK (IS) having following accreditations :

ISO 9001

ISO 45001

ISO /IEC 17020

PNGRB Authorization for Natural Gas Pipeline and CGD

IBR (All countries other than India)

IBR (INSPECTION IN INDIA)

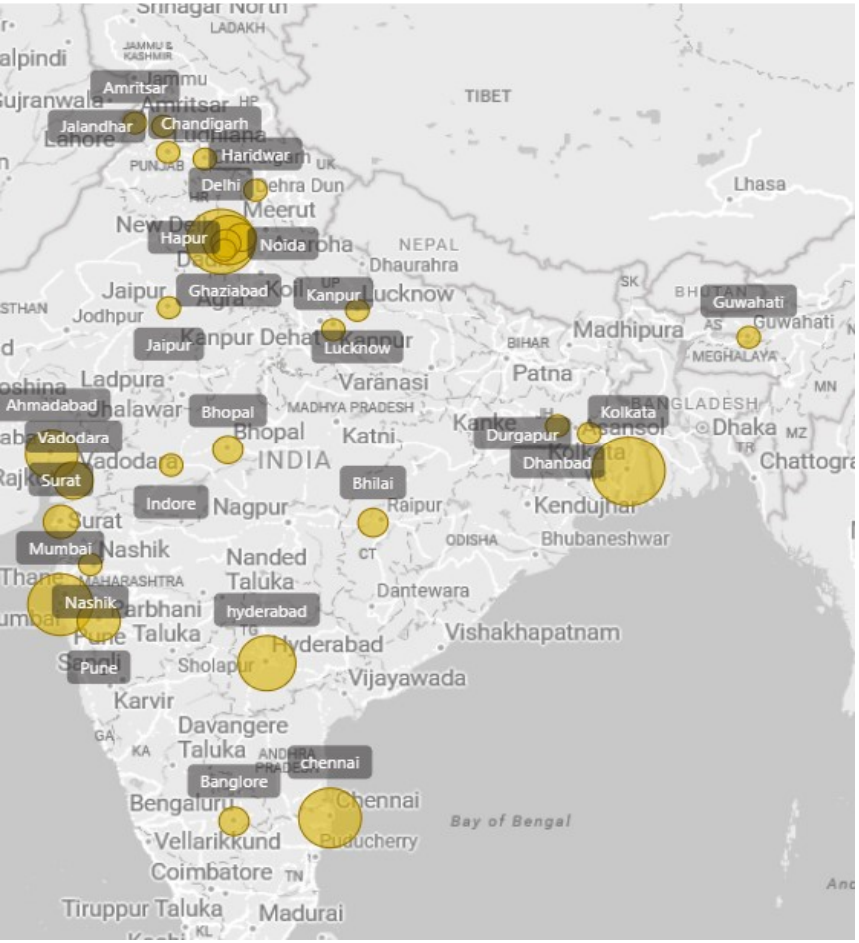
PECTION SERVICES TO
IAN RAILWAYS



ek India Pvt. Ltd.

www.intertek.com

INITIATIVE - MANAGED SERVICES PRINCIPLE



Operations commenced in 1993

Network of 28 offices and laboratories across 31 cities.

3,500 + employees as follows:

Employee Distribution

Numbers of division	
Consumer Goods	1050
Oil, Chemicals and Agri.	950
Industrial Services	1350+
Government	50
C & E	100

1350 + inspection /expediting Engineers and site supervisors in India

RACT SYNOPSIS

Contract Brief

Date of commensment	25th June 2023
Duration	36 Months
Type of Inspections	Product
Type of Contract	MSA
Price Basis	% of supplier P O
Devilerable	IC with Monthly Report
Kay factor	Maintain KPI 70%
Invoice Frequency	Montly

ngage TPI agency for Process inspection (in Man-days/Man-months) of
g of Locomotives and coaches/EMUs etc. at its Production units at
V, ICF, RCF and MCF

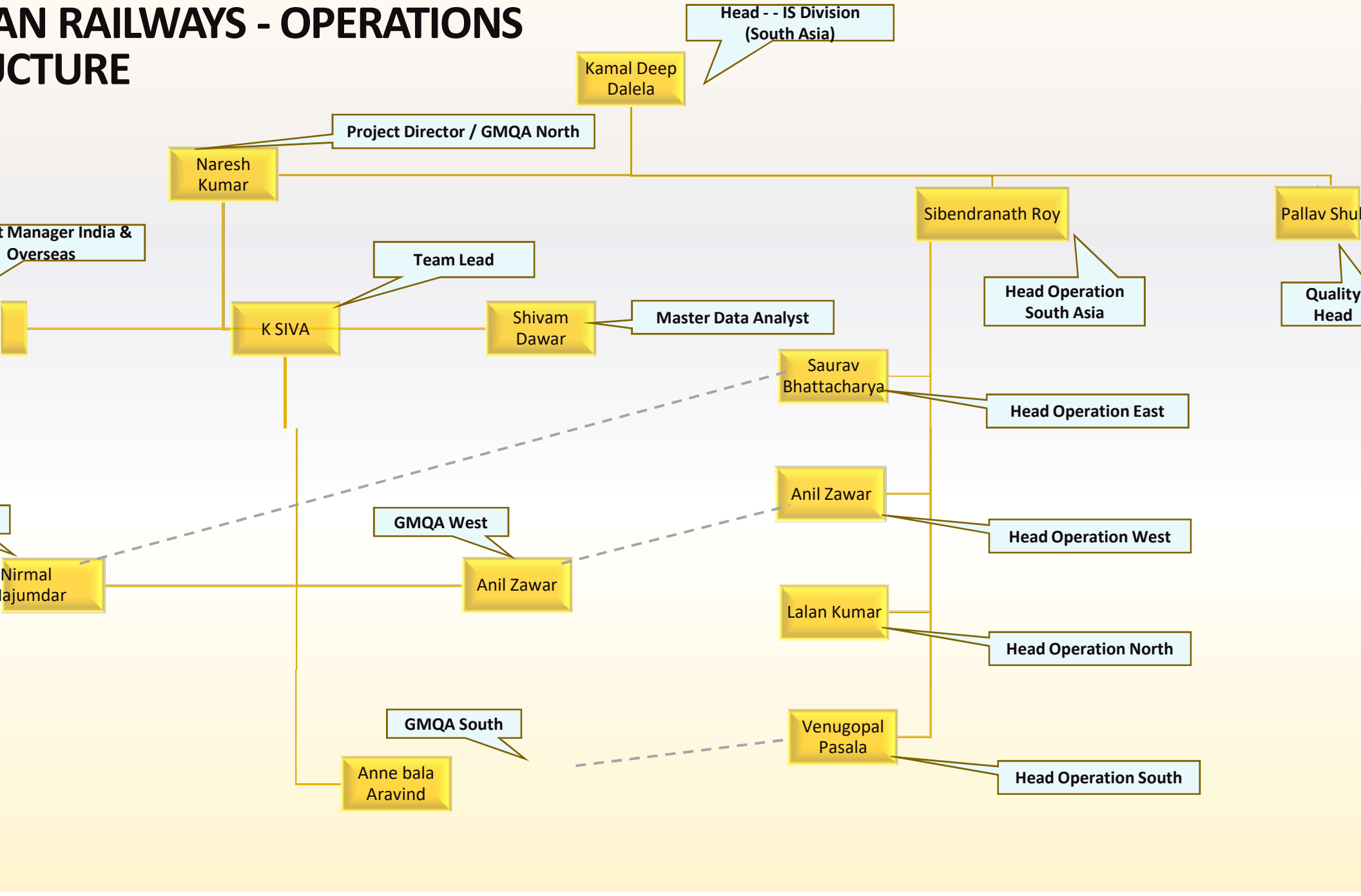
Liquidated Damages

that call shall be attended within 7 days from the log of inspection
penalty of 10% as Liquidity damage will be levied on inspection charge
every day with upper ceiling of 50%. Further, delay may result in call
on part of TPI agency and same be recorded in performance
of TPI.

KEY PERSONNEL

Key Personnel	Nos	Responsibilities
Project Director & Team Leader	1	Lead, co-ordinate and sup Inspection & further give tech as defined in Scope of work. N responsible for dealing with th
GM/QA for each region	4	Responsible for review of standardization of inspectior Plans for items assigned for Suggest for adoption & fe Process inspection instead inspection. He/she will also giv feedback on quality of producti
Data Analyst	1	Responsible for mainter database, preparation of daily progress reports. Respor meaningful data analysis for decisions.

AN RAILWAYS - OPERATIONS
UCTURE



JECT OVERVIEW

East	West	North	South
irmal Majumdar (GM/QA)	Anil Zawar (GM/QA)	Naresh Kumar (GM/QA)	Anne Bala Aravind (GM/QA)
esources - 40	Resources -35	Resources -70	Resources -35
Andaman And Nicobar	Goa	Chandigarh	Andhra Pradesh
Odisha	Gujarat	Delhi	Karnataka
Bihar	Daman & Diu	Haryana	Lakshadweep
Chhattisgarh	Maharashtra	Himachal Pradesh	Puducherry
Manipur		Jammu And Kashmir	Telangana
Meghalaya		Ladakh	
Nagaland		Madhya Pradesh	
Sikkim		Punjab	
West Bengal		Rajasthan	
		Uttar Pradesh	
		Uttarakhand	

East



mal Majumdar
(GM/QA)

sources - 40



West



Anil Zawar
(GM/QA)

Resources - 35



North



Naresh Kumar
(GM/QA)

Resources - 70



South



Anne Bala Aravind
(GM/QA)

Resources - 35



TAILS OF INSPECTION CONDUCTED FOR PMENTS OF PLW

Total Calls attended	1451
Total Firms visited	226
Average Tat of call issuance date to IC issuance	6.92 Days
Total Rejections	20
Total Joint Inspections uploaded in IREPS	**23**

*Standard TAT for Inspection completion is 16 days. However Average TAT is below 07 days. This timeline includes Inspection call receipt, Inspection call registration, Inspection Engineer allocation, Inspection activities (in many cases – Long duration tests/ Testing in external laboratories involved), IC Preparation & IC review/ Approval.

** Above numbers are including weekly holidays also.

*** all urgent requests are assigned in within 01 working day.

**** Maximum JI's resulted on firms account.

ERTEK INSPECTION METHODOLOGY

pection Call registration on IREPS – Coordinator reviews below before registering Inspection call:

- Inspection requirements
- Consignee
- available documents
- DP time

pection allocation – Coordinator verifies Material description, finds suitable Inspectors availability dar (Intertek have prepared a calendar with Inspectors specialization to reduce time of finding a ble Inspector.)

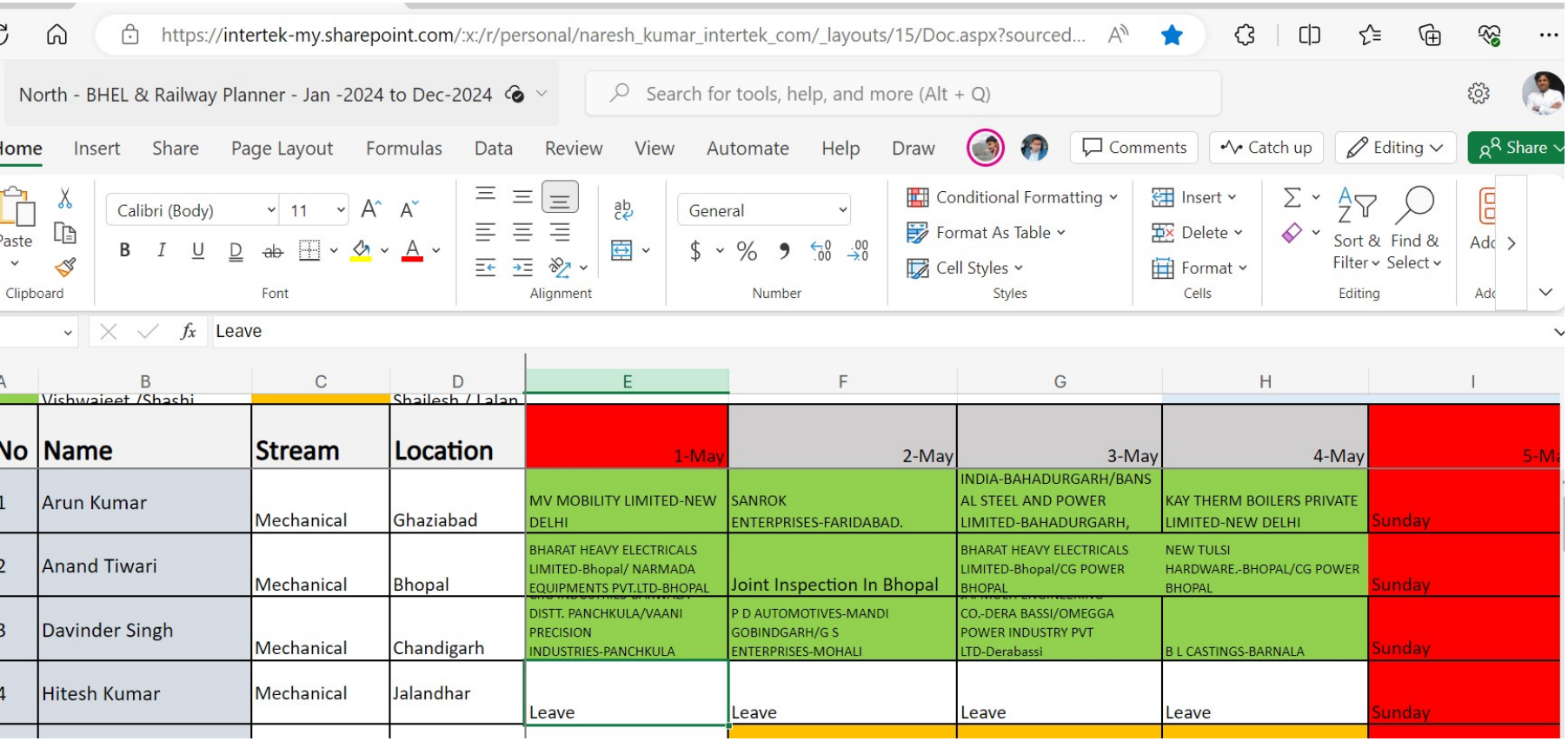
dinator also verifies recent important notices & lesson learnt related to specific manufacturer & ier and informs Inspector for being careful on such parameters.

pection Specifications – Generally Inspector refers RDSO/ PU specifications, PO requirements & oved drawings while Inspection along with Inspection schemes issued by Intertek for Key Items.

ssuance – Inspector issues IC on priority after completion of Inspection, same is being reviewed by etent authority within next 24 hours.

ERTEK INSPECTION METHODOLOGY

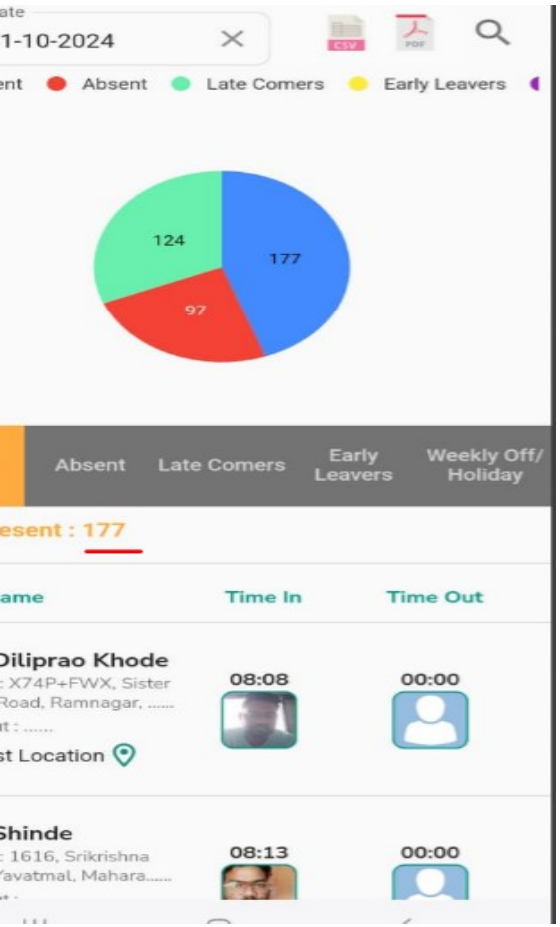
en-shot of Intertek Scheduling calendar:



No	Name	Stream	Location	1-May	2-May	3-May	4-May	5-Ma
1	Arun Kumar	Mechanical	Ghaziabad	MV MOBILITY LIMITED-NEW DELHI	SANROK ENTERPRISES-FARIDABAD.	INDIA-BAHADURGARH/BANSAL STEEL AND POWER LIMITED-BAHADURGARH,	KAY THERM BOILERS PRIVATE LIMITED-NEW DELHI	Sunday
2	Anand Tiwari	Mechanical	Bhopal	BHARAT HEAVY ELECTRICALS LIMITED-Bhopal/ NARMADA EQUIPMENTS PVT.LTD-BHOPAL	Joint Inspection In Bhopal	BHARAT HEAVY ELECTRICALS LIMITED-Bhopal/CG POWER BHOPAL	NEW TULSI HARDWARE.-BHOPAL/CG POWER BHOPAL	Sunday
3	Davinder Singh	Mechanical	Chandigarh	DISTT. PANCHKULA/VAANI PRECISION INDUSTRIES-PANCHKULA	P D AUTOMOTIVES-MANDI GOBINDGARH/G S ENTERPRISES-MOHALI	CO.-DERA BASSI/OMEGGA POWER INDUSTRY PVT LTD-Derabassi	B L CASTINGS-BARNALA	Sunday
4	Hitesh Kumar	Mechanical	Jalandhar	Leave	Leave	Leave	Leave	Sunday

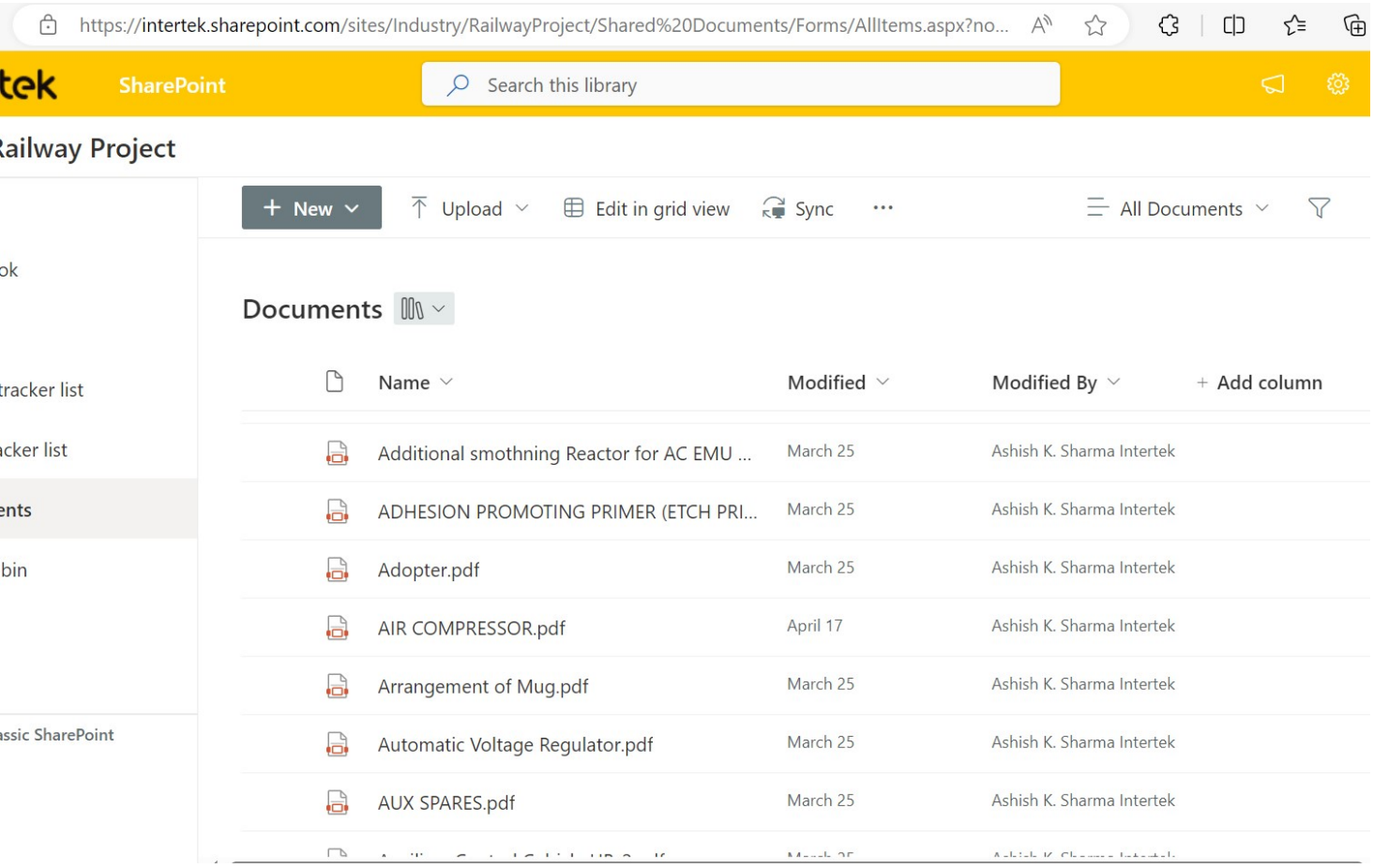
ERTEK INSPECTION METHODOLOGY

ndance monitoring: Engineers do mark attendance through a geo-tagging application which is tored from regional offices/ HO/ HR.



ERTEK INSPECTION METHODOLOGY

en-shot of Intertek Inspection Scheme folder (available for all Project team members):
/intertek.sharepoint.com/sites/Industry/India-Operations



ERTEK INSPECTION METHODOLOGY

rtant Notices & Lesson learnt:

l received notifications are issued by GM QA to am members:

PLW Letter on Provision of 02 mm thick shim with inner retaining plate of housing.

NM Nirmal Majumdar Intertek

To Amit Low Intertek; Ashish Kumar Intertek; Jitendra Ganjir Intertek; Kalidas Banerjee Intertek; Kapil Mehta Intertek; Mayukh Panda Intertek; Mrinmoy Chatterjee Intertek; Sandip Kumar Intertek; **+13 others**

Cc Saurav Bhattacharya Intertek; Ashish K. Sharma Intertek; Sharmi Bhowmick Intertek

17 - PLW - Letter on Provision of 02 mm thick shim with inner retaining plate of housing.pdf
151 KB

tart your reply all with: Received, thank you. Noted with thanks. Will do, thank you. Feedback

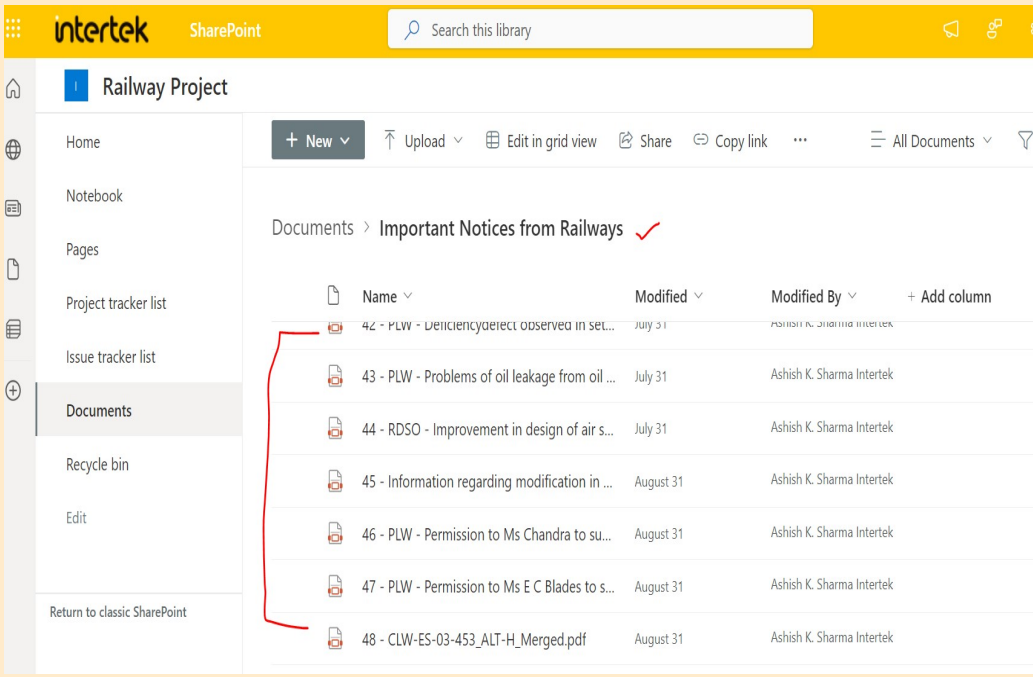
ear All,
ease find attached letter & ensure for implementation during inspection of attached materials in future visits.

hanks & Regards

irmal Majumdar
obile +91 6290320095
ffice +91 33 66077666

he Chambers
nit No - 408, 4th Floor
365 Rajdanga Main Road
olkata – 107

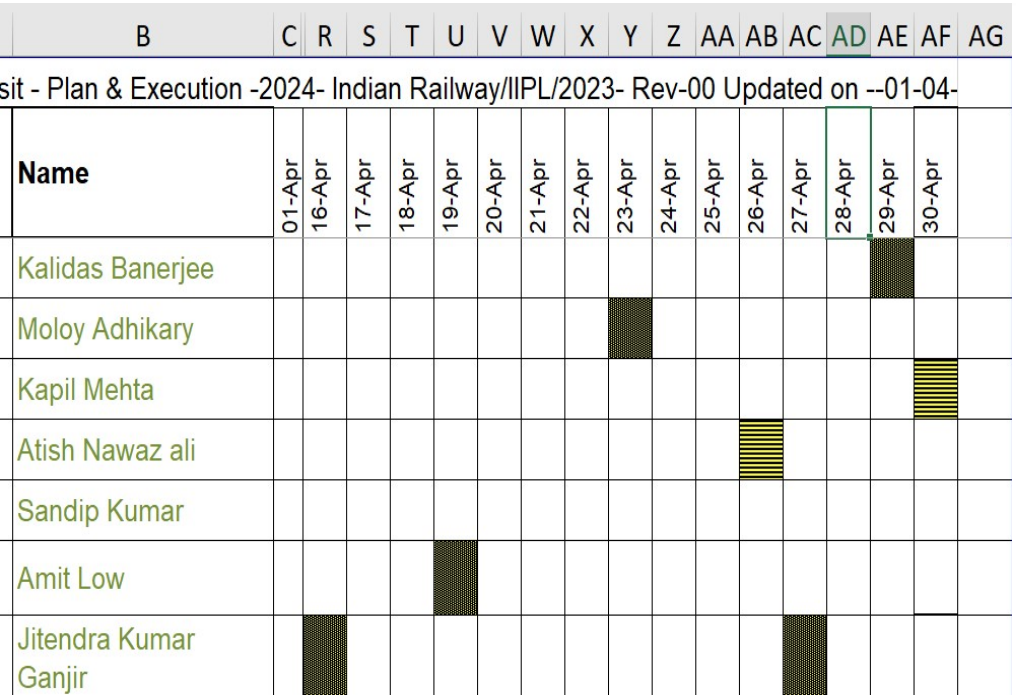
All notifications are available in Shared OneDrive folder for easy access & reference:



ERTEK INSPECTION METHODOLOGY

ctor monitoring:

ll GM QA's do surprise monitoring of Inspectors by visiting the Inspection facilities at least twice very month. Other competent authorities also make such visits to broad the monitoring coverage:



B	C	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG
sit - Plan & Execution -2024- Indian Railway/IIPL/2023- Rev-00 Updated on --01-04-																	
Name	01-Apr	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr	22-Apr	23-Apr	24-Apr	25-Apr	26-Apr	27-Apr	28-Apr	29-Apr	30-Apr	
Kalidas Banerjee																	
Moloy Adhikary																	
Kapil Mehta																	
Atish Nawaz ali																	
Sandip Kumar																	
Amit Low																	
Jitendra Kumar Ganjir																	

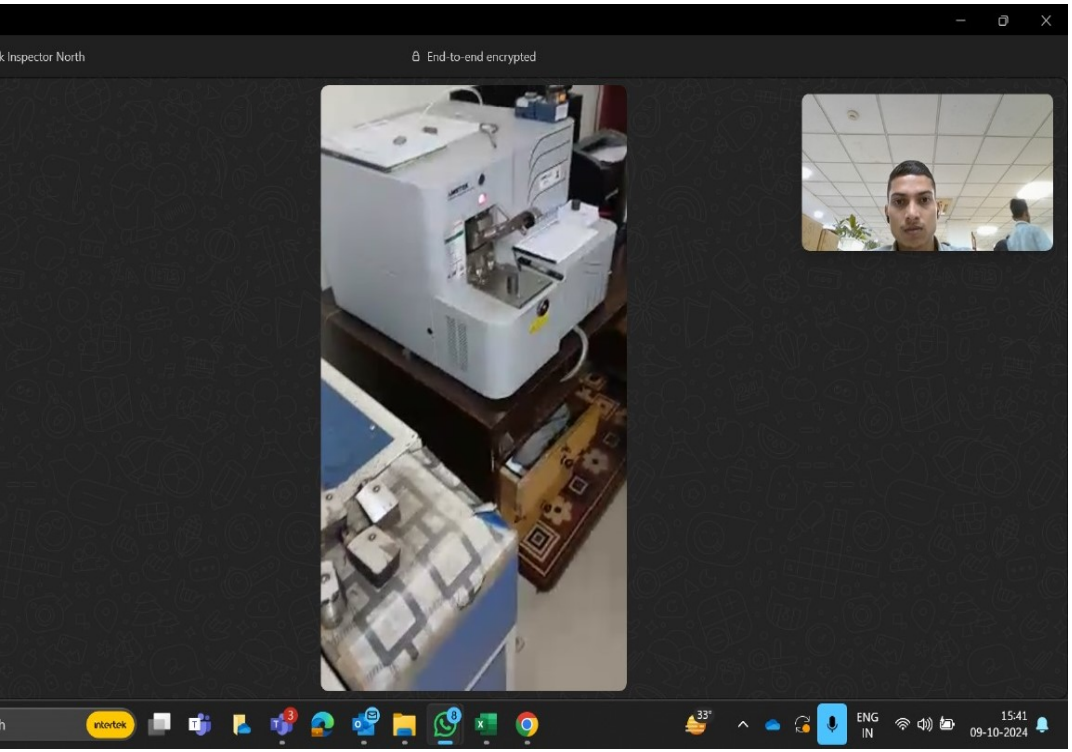
intertek moody

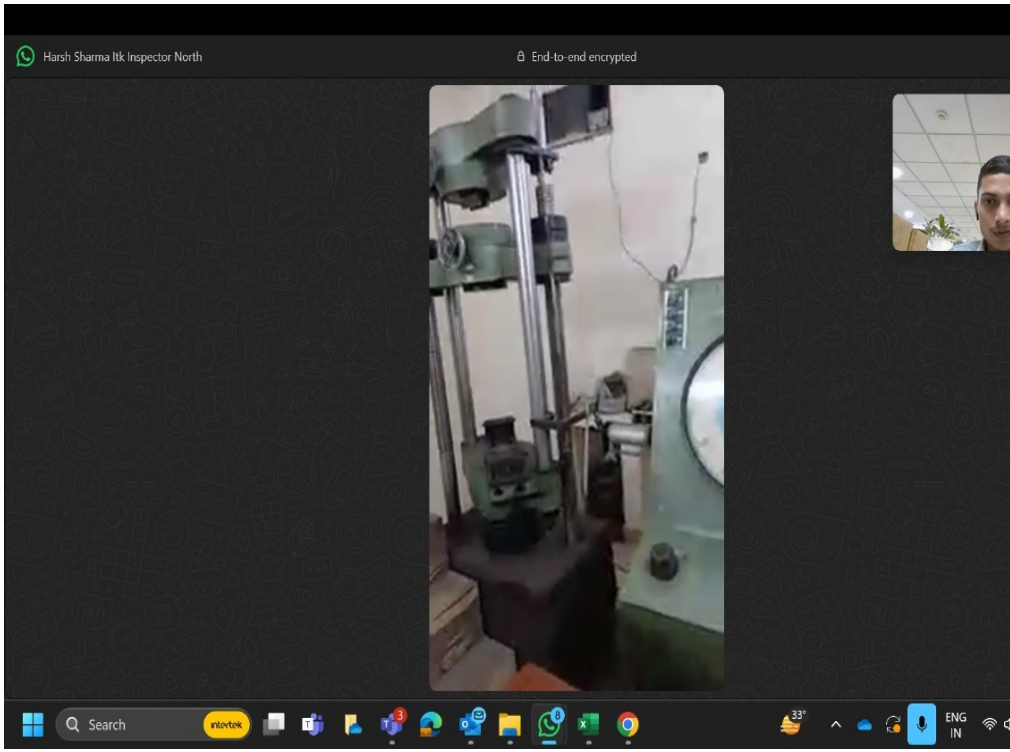
SURPRISE CHECK - VISIT REPORT	Indian Railway			Date:	01-04-2024
GENERAL DATA				**CALL DATA**	
Name of Inspection Engineer	M. PRADEEP KUMAR			IREPS Call ID	1676163705
Sipplier Name	M/s MEDHA SERVO DRIVES PRIVATE LIMITED-HYDERABAD			Supplier PO NO. - 06231064102430	
Supplier Contact Person	CHANDRASHEKARA RAO SVS	Phone	9985232000	Inspection Stage : - PRODUCT	
Material Under Inspection	YES			PL No - 29741087	
Railway Purchasing Unit Name	Banaras Locomotive Works - GSD			Desription as per P O : S2X500 KVA IGBT B HOTEL LOAD CONVERTER FOR 3 PHASE ELECTRIC LOCOMOTIVES WAP-7 LOCOS. S CLW/ES/3/IGBT/0490. ALT - D, (Rev.1)	
Surprise Chek By (Name& Designation) - **Mr. ANNE BALA ARAVIND GMQA**					
On Site / Off site : On Site					
Supplier Location	M /s Medha Servo Drives Pvt.Ltd., Sy.780&781, Jodimetla Cross Roads, Chowdaryguda (V), Ghatkesar(M),Medchal Dist., Telangana-500088, HYDERABAD, Telangana - 500088 (India)				
VISIT DETAILS					
OBSERVATIONS					

ERTEK INSPECTION METHODOLOGY

ctor monitoring:

ll GM QA's do Remote Video monitoring of Inspectors by Making the Video calls to Inspectors. Oth
ompetent authorities also make such calls to broad the monitoring coverage (a dedicated
oordinator is also assigned at New delhi HO for remote monitoring) :





ERTEK INSPECTION METHODOLOGY

rtant Notices & Lesson learnt:

ceived notifications are kept in centralized records & are used as reference in internal refresher

ons:

- Measurement of dimension as per Doc No. OATM11 items18180Critical dimension Ver.0 for Associated com...	18-03-2024 10:38
- Non standard wire lengths use and its securing	18-03-2024 10:56
- Issue of less CBC Buffer Height	18-03-2024 11:08
- Regarding Magnaflux inspection of critical joints of Bogie Frame	18-03-2024 16:03
- Narmada ENg Bhopal - Critical Dimesnions	18-03-2024 16:08
- CHange of locations - Hindustan Glasses, MV mobility	27-03-2024 12:05
or Services	29-03-2024 17:54
Kapporthala - Pickling passivation	10-04-2024 11:41
Meeting 04 April	03-04-2024 10:18
- Water leakage through Cab doors	15-04-2024 11:09
regarding Stop supply Turnkey Contract of supply and fitment of complete Furbishing of LHB AC-3 tier Econo...	22-04-2024 14:08
Delisting of Cemcon Engg. Sonipat	13-03-2024 13:02
- Letter reg. Ensuring of marking on Associated Components of Mahcined Stator Assly.	14-03-2024 18:40
- CBC and Buffer height issue	15-03-2024 16:21
- Meeting at ICF Chennai - 26 March 2024	29-03-2024 20:20
CLW letter to TPIA	10-04-2024 12:00
Manufacture Rajkot MCF	27-04-2024 17:43
- Letter for stage inspection of Complete shell assembly	30-04-2024 14:03
- Letter on Provision of 02 mm thick shim with inner retaining plate of housing	06-05-2024 10:36

ERTEK INSPECTION METHODOLOGY

ek concerns:

nspection call issuance by manufacturer very close to DP date.

lthough we have received priority list from PU, still we receive urgencies of other firms & for llocating same immediately – we have to shuffle other planned visits.

lo provision for online upload of Modification Advises issue to Inspection Certificates.

art supply is allowed by PU in maximum orders; however ration of minimum supply must to be fix

s firms do issue calls for 5% to 10% part quantity also.

s Intertek's Inspection fee slab is decided on basis of total PO quantity & Inspection visits of very mall quantities pertaining to huge value orders make Inspection fee very less.

upporting documents not uploaded in IRPES by manufacturer while issuing the Inspection call.

outine delay in payments.

S

MPLIANCE MEASURES



ERTEK COMPLIANCE MEASURES

Intertek Integrity Compliance Handling Procedure – Highlights

- Compliance Education
- Reference Check
- Intertek vendor Integrity Acknowledgment and Declaration Form
- Intertek Employee Integrity Declaration Form
- Telephone Audit to register the in and out time of the engineer at vendor location
- Surveillance audit of engineer at vendor site, its unannounced audit
- Integrity Non Compliance Report
- Letter to customer to report vendor integrity non compliance issue
- Letter to vendor to report integrity non compliance issue
- Compliance Investigation
- Watching List
- Intertek Compliance Newsletter
- Cooperation with judicial authority





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any Presentation

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